**Draft**

**Knowledge Worker**

The role of the Knowledge Worker is to use and reuse the organization’s internal knowledge assets and intellectual capital, as well as to leverage the access to the organization’s contractual content resources and information services. The Knowledge Worker can be any employee using knowledge tools, systems, or applications to perform their work and share information with others internally or externally.

Knowledge Workers are responsible for the day-to-day knowledge management functional tasks of creating, capturing existing information and knowledge, and framing and structuring knowledge as required in the course of daily activities to support a KM center or an organization’s functional business units, Industries, or service lines.

**Reporting Relationship:**

The Knowledge Worker can be located anywhere in the organization. When the upper management of an organization is a strong sponsor of KM or an avid user of KM resources themselves, you typically will find more KM Workers knowledge sharing across the organization.

**KM Worker Competencies:**

The competencies necessary for a KM Worker can vary significantly depending upon the nature of the work they perform or the roles and responsibilities they have within the organization, as well as, the experience and training they have had with basic office tools and social networking tools. The overall competencies most appropriate for a KM Worker include the following knowledge, skills, aptitude, and attributes.

**Knowledge:**

1. Knowledge of how to focus and identify the knowledge content (tacit or elicit) that is most urgent and important to capture for the work that needs to be performed
2. Knowledge of how find existing supportive information through the KM and organizational repositories
3. Knows the organization’s goals and objectives and is able to make decisions on using existing KM resources and linking others to critical content
4. Knowledge of the information that is relevant to their KM Worker’s role and the value it brings to the organization
5. Knows the basic processes for obtaining KM information needed for their area or functional responsibilities: discovery of information, data gathering, creation, packaging, dissemination, and reuse
6. Knows how to contact the KM providers of information, whether through the KM center, library, associations or subject matter experts
7. Knows how to organize the information obtained and can make sense of the value of the information to the user or their organizational group
8. Knows how to access and collect information through KM systems or other existing organizational repositories
9. Knows how to package and distribute the information by determining the best vehicle for distributing or transferring the information to the intended recipient
10. Knows how to evaluate and measure the effectiveness of the knowledge assets
11. Knows who to go to and when to ask for assistance in using KM resources and/or making requests for information
12. Knows how to adapt knowledge assets to better meet the emerging personal or business needs of Knowledge Workers
13. Knows how to contribute to achieving consensus and collaboration across business units regarding the use of KM resources
14. Knows where to go for complex information/research requests and/or primary research questions
15. Knows how to generate enthusiasm for knowledge sharing and transfer of information
16. Knowledge of applicable data and copyright laws

**Skills:**

1. Skilled at working with Knowledge Analyst and Knowledge Researchers to create summarized content
2. Skilled at collaborating with content owners and gatekeepers to obtain content or get links to content
3. Skilled at participating in the processes to acquire, process, and store content into a specific type of repository for use or reuse by themselves or others
4. Skilled in using appropriate information sources
5. Skilled in the creation of a plan for categorizing, indexing, and archiving all content and information resources that are identified as part of the user’s functional business area
6. Skilled at producing new KM capabilities and opportunities for the use of knowledge
7. Skilled at identifying information gaps that hinder the organization’s goals and objectives
8. Skilled at participating in creating or modifying a strategy for the improvement of using KM resources
9. Skilled at working collaboratively with peers and user groups to leverage information
10. Participates in networking forums and KM learning events
11. Skilled in the transaction processing of workflow information on a daily repetitive basis
12. Skilled at maintaining and evolving the information taxonomy with input from business unit subject matter experts and users
13. Skilled at managing and storing organization-owned content, including determining what content is stored and working collaboratively to determine appropriate access
14. Skilled at understanding the value of reward and recognition programs
15. Skilled at helping to create and manage knowledge and information assets relevant to their role
16. Skilled at training content owners, librarians, gatekeepers on new standards related to content management
17. Skilled at interfacing with the appropriate IT individuals on hardware and software issues that affect the availability and accessibility of information resources
18. Skilled in contributing to the development of KM processes
19. Aware of the internal and external web sites and how to access them
20. Skilled in compiling with document management and retrieval policies
21. Skilled at tracking, recording, and reporting on asset usage across the enterprise
22. Skilled at collaborating with content owners to develop plans for integrating and delivering content to the KM portal or community of practice
23. Skilled at sharing best practices with other people within the organization to help support business strategies and tactics
24. Skilled at understanding and communicating the need for and value of knowledge management services
25. Skilled at providing business and market research information and analyzes to provide actionable information and recommendations for the organization’s business teams
26. Skilled at participating in relevant key learning programs to improve the KM Workers skills in using KM resources
27. Skilled at working with IT or KM staff to ensure that data and content conform to uniform and consistent identifiers, formats and protocols necessary for sharing and exchanging enterprise

**Abilities:**

1. Ability to outline, prioritize and accomplish work
2. Ability to adapt to new and changing circumstances and commits to learning new KM application and tools
3. Ability to bring people together to share knowledge in terms of culture and behavior, business processes, and technological tools
4. Ability to network and share ideas and successes
5. Ability to think strategically in terms of culture, behavior, business processes, and tools

**Attributes:**

1. Skillful listener
2. Good at facilitating discussion
3. Confident and effective communicator
4. Supports colleagues
5. Good at acknowledging others’ contributions
6. Clear understanding of business and KM resources
7. Good working knowledge of organizational and business strategy
8. Good appreciation of customer needs at both the operational and strategic level
9. Clear understanding of the principles of knowledge management
10. Up-to-date with the latest technology/social tools that support knowledge management
11. Promoter of knowledge sharing behavior
12. Good networking and collaboration skills
13. Good appreciation of customer needs at both the operational and strategic level

**Requirements:**

No formal education is required. However, a Bachelor’s degree or Master’s degree in is preferred

Understanding of basic knowledge management principles and hands on skills needed in gathering, analyzing, and presenting information

Demonstration of technical aptitude with tools and equipment is required, as well as proficiency with Microsoft Office, Excel, PowerPoint

**Years of Experience:**

1-3 years of experience in the use of KM tools and information management principles